

Minutes of the meeting of the Managed Care Committee of the Board of Directors of the Cook County Health and Hospitals System held Thursday, August 23, 2018 at the hour of 10:30 A.M. at 1900 W. Polk Street, in the Second Floor Conference Room, Chicago, Illinois.

I. Attendance/Call to Order

Chair Junge called the meeting to order.

Present: Chair Emilie N. Junge and Director Sidney A. Thomas, MSW (2)
Directors Ada Mary Gugenheim and David Ernesto Munar

Telephonically

Present: Board Chair M. Hill Hammock (ex-officio)

Absent: None (0)

Additional attendees and/or presenters were:

Douglas Elwell – Deputy Chief Executive Officer, Finance and Strategy	Jeff McCutchan –General Counsel
James Kiamos – Executive Director of Managed Care	Deborah Santana – Secretary to the Board John Jay Shannon, MD – Chief Executive Officer

The next meeting of the Committee will be held on Thursday, October 18, 2018 at 10:30 A.M.

II. Public Speakers

Chair Junge asked the Secretary to call upon the registered public speakers.

The Secretary responded that there were none present.

III. Report on CountyCare Health Plan (Attachment #1)

James Kiamos, Executive Director of Managed Care, provided an overview of the Report on the CountyCare Health Plan. The Committee reviewed and discussed the information.

The Report included information on the following subjects:

- Current Membership
- Cook County Managed Medicaid Market
- Monthly Membership Trend
- 2018 Operations Metrics:
 - Call Center and Encounter Rate
 - Claims Payment
 - Care Management Health Risk Surveys (HRS) and Health Risk Assessments (HRA)
 - Care Management High Risk Members
- Overall Member Age Distribution
- ACA Member Age Distribution
- How We Match Up
- Lasik
- CountyCare Member Incentive Program
- Medicaid Redetermination Updates and New Initiatives
- Cerner Registration Pop-Up Reminders

III. Report on CountyCare Health Plan (continued)

During the discussion of the information on slide 4 regarding the monthly membership trend, Board Chair Hammock requested that a line be added to reflect the budget goal in future presentations.

Chair Junge noted that CountyCare has a great marketing program. With regard to redetermination activities, she inquired whether a handout or pamphlet is available to hand out to those whose Medicaid benefits are going to expire due to redetermination; this may prompt some people to act. Mr. Kiamos indicated that this can be created.

IV. Action Items

A. Minutes of the Managed Care Committee Meeting, June 21, 2018

Director Thomas, seconded by Chair Junge, moved to accept the minutes of the Managed Care Committee Meeting of June 21, 2018. THE MOTION CARRIED UNANIMOUSLY.

B. Any items listed under Section IV

V. Adjourn

As the agenda was exhausted, Chair Junge declared the meeting ADJOURNED.

Respectfully submitted,
Managed Care Committee of the
Board of Directors of the
Cook County Health and Hospitals System

XXXXXXXXXXXXXXXXXXXX
Emilie N. Junge, Chair

Attest:

XXXXXXXXXXXXXXXXXXXX
Deborah Santana, Secretary

Requests/Follow-up:

Follow-up: Regarding the monthly membership trend metric, a request was made to add a line to reflect the budget goal in future presentations. Page 2

Follow-up: A suggestion was made for an information pamphlet to be created to hand out to those individuals whose Medicaid benefits are going to expire due to redetermination. Page 2

Cook County Health and Hospitals System
Managed Care Committee Meeting Minutes
August 23, 2018

ATTACHMENT #1

CountyCare Update

Prepared for: CCHHS Managed Care Committee

James Kiamos

CEO, CountyCare

August 23, 2018



Current Membership

Monthly membership as of August 9, 2018

Category	Total Members	ACHN Members	% ACHN
FHP	224,024	27,547	12.3%
ACA	75,964	18,871	24.8%
ICP	30,075	7,137	23.7%
MLTSS	5,135	N/A	N/A
Total	335,198	53,555	16.0%



Cook County Managed Medicaid Market

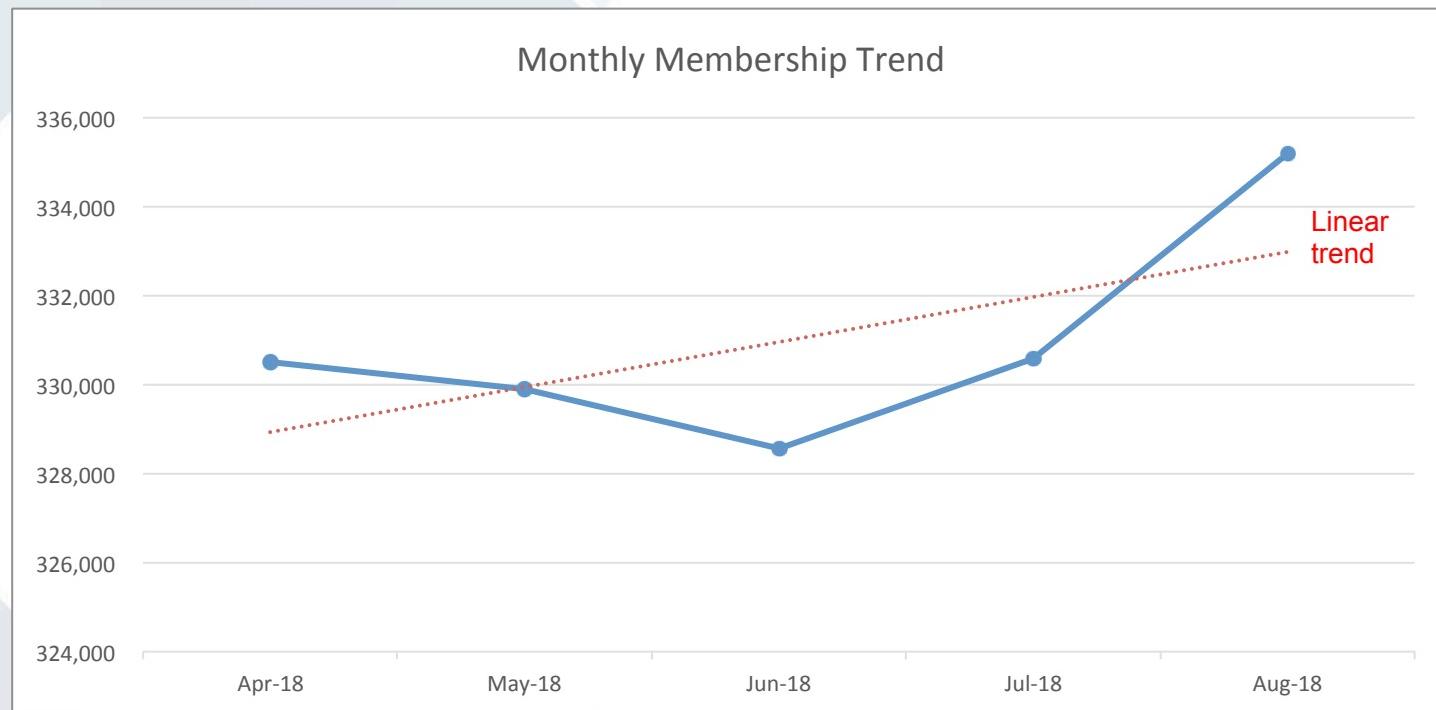
Membership in Cook County as of May 18, 2018

MCO	Membership
CountyCare	331,051
Blue Cross Blue Shield	292,648
Meridian	143,396
IlliniCare	96,677
Harmony (WellCare)	85,247
Molina	69,290
Next Level	61,257
Total	1,079,566
<i>WellCare + Meridian</i>	228,643

Source: IL HFS May Numbers



Monthly Membership Trend



Overall positive trend from 4/1/2018 (end of open enrollment period)



2018 Operations Metrics: Call Center & Encounter Rate

Key Metrics	State Goal	Performance	
		May	Jun
Member & Provider Services Call Center Metrics			
Abandonment Rate	< 5%	1.29%	0.64%
Hold Time (minutes)	1:00	0:19	0:04
% Calls Answered < 30 seconds	> 80%	88.02%	96.83%
Claims/Encounters Acceptance Rate	95%	95.23%	95.23%



2018 Operations Metrics: Claims Payment

Key Metrics	State Goal	Performance	
		May	Jun
Claims Payment Turnaround Time			
% of Clean Claims Adjudicated < 30 days	90%	95.1%	94.4%
% of Claims Paid < 30 days	90%	23.7%	45.3%



2018 Operations Metrics: Care Management HRS/HRA

Key Metrics	Membership	Market %	Performance		
			Apr	May	Jun
Completed HRS/HRA (all populations)					
Medical Home Network ACO	115,697	40%	75.6%	77.1%	79.9%
La Rabida Care Coordination	1,239	40%	96.1%	97.1%	97.2%
CCHHS Complex Care Coordination	113,440	40%	30.6%	31.5%	32.1%
Aetna	77,418	40%	37.6%	38.3%	37.9%
Independent Living Systems	658	40%	18.2%	24.3%	32.4%
Overall	308,470	40%	48.5%	49.9%	51.8%



2018 Operations Metrics: Care Management High Risk Members

Key Metrics	Members	Market %	Performance		
			Apr	May	Jun
Completed Care Plans on High Risk Members					
Medical Home Network ACO	3,069	65%	60.4%	60.6%	62.4%
La Rabida Care Coordination	498	65%	89.8%	92.0%	89.6%
CCHHS Complex Care Coordination	5,167	65%	51.4%	19.6%	21.8%
Aetna	1,153	65%	70.7%	73.6%	66.5%
Independent Living Systems	3	65%	66.7%	66.7%	66.7%
Overall	9,890	65%	62.7%	50.1%	43.0%

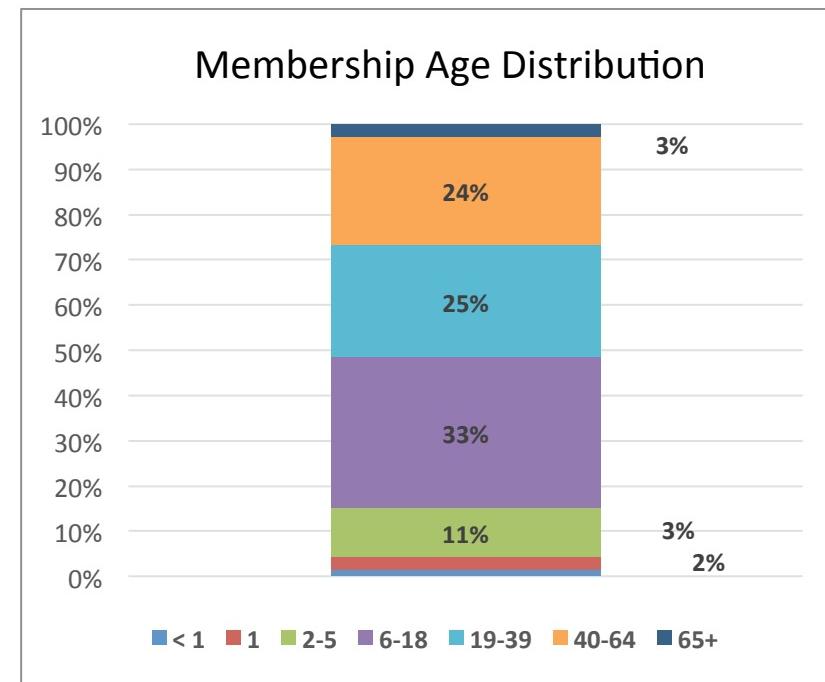
- CountyCare's high risk percentage exceeds the State's requirement of 2% for Family Health Plan and 5% for Integrated Care Program.
- All data presented from the State Reports File, excluding ILS, which is sourced from weekly Activities Oversight Reports



Overall Member Age Distribution

Age Category	Membership
< 1	5,237
1	8,432
2-5	34,534
6-18	106,503
19-39	79,337
40-54	42,825
55-64	33,425
65+	8,833

Average Age = 26.1 years



ACA Member Age Distribution

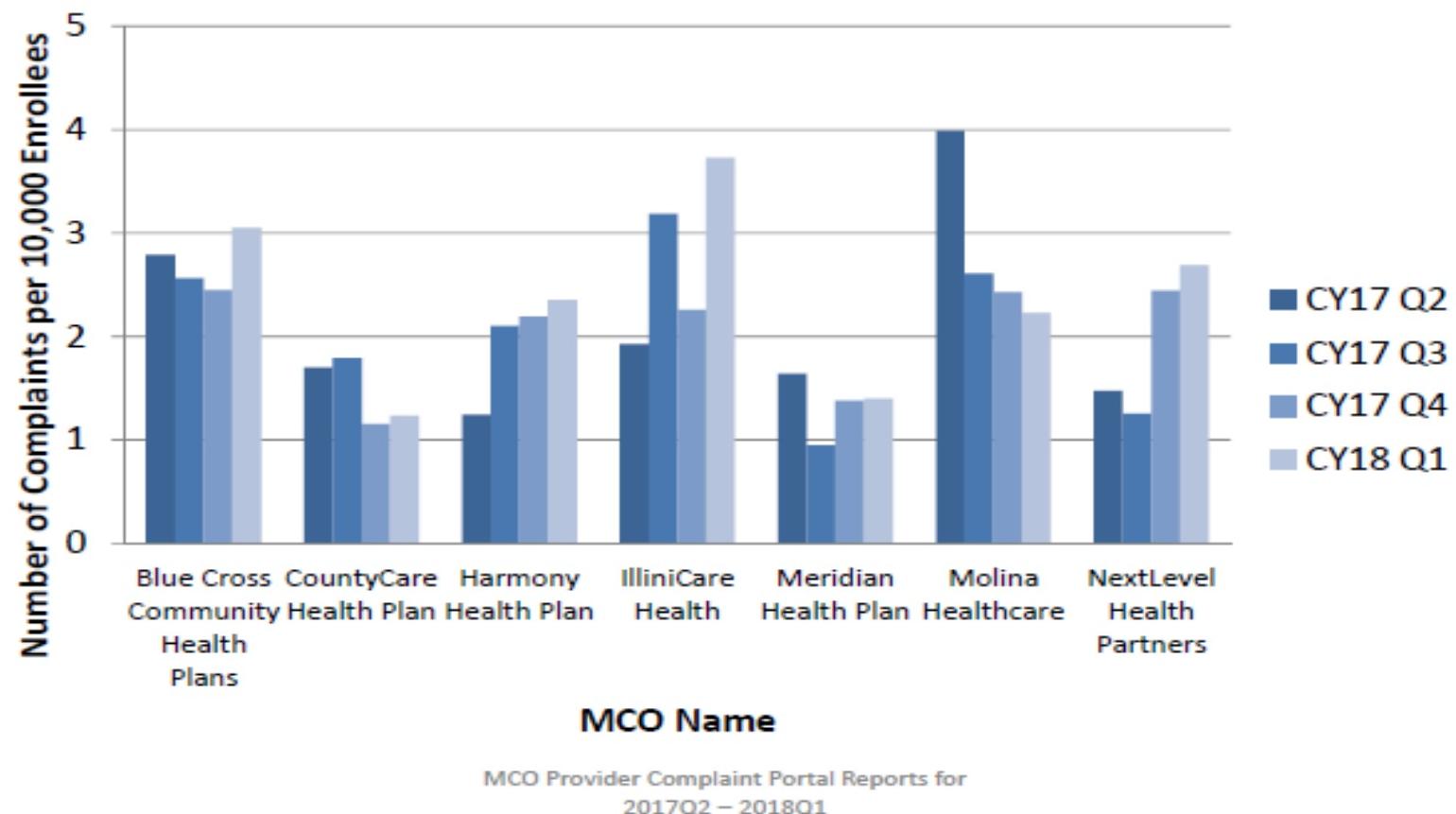
Age Category	Membership
19-39	30,410
40-54	21,403
55-64	23,421
65+	730

Average Age = 43.0 years



How We Match Up

**Table 5: Complaint Volume per 10,000 Enrollees by MCO
2017Q2-2018Q1**



LASIK

- CountyCare will offer Lasik surgery to members age 21 to 50 and is 100 percent covered for eligible members
- CountyCare will begin promoting the program to members on September 1st
- Evaluations will be done at Provident and Stroger Professional Building and Surgeries will be performed at Provident
- For those members with diabetes, the evaluation will be counted towards the Diabetes HEDIS measure for the retinal eye exam



CountyCare Member Incentive Program

CountyCare Rewards Program

- 27,000 OTC Cards activated

Additional CountyCare Benefits

- Free Sleep Safe Kit for Mothers Who Complete
- Free diapers for members who keep their children's immunizations current up until the age of 2
- Free Car Seat for Enrolled Children
- Book Club for Kids Ages 3 Through 16
- Free Home Pregnancy Tests
- Free Weight Watchers Membership Vouchers
- Free Cell Phone Minutes for Health-Related Calls to CountyCare



Medicaid Redetermination

CountyCare Collaboration Efforts - Legacy	Techniques
Stroger Family Community Resource Center	<ul style="list-style-type: none">• Provide on-demand electronic rede forms, case status and clarification• Update member demographics
CCHHS Medicaid Application Assistance Call Center	<ul style="list-style-type: none">• 312-864-REDE – obtain rede status, forms, submit demographic changes• Email option for providers and care coordination
CCHHS and Medical Home Network ACO	<ul style="list-style-type: none">• Host Rede Events at clinics throughout Cook County
CountyCare Providers –	<ul style="list-style-type: none">• Receive a monthly membership listing of members due for rede• Provided training and outreach guidance

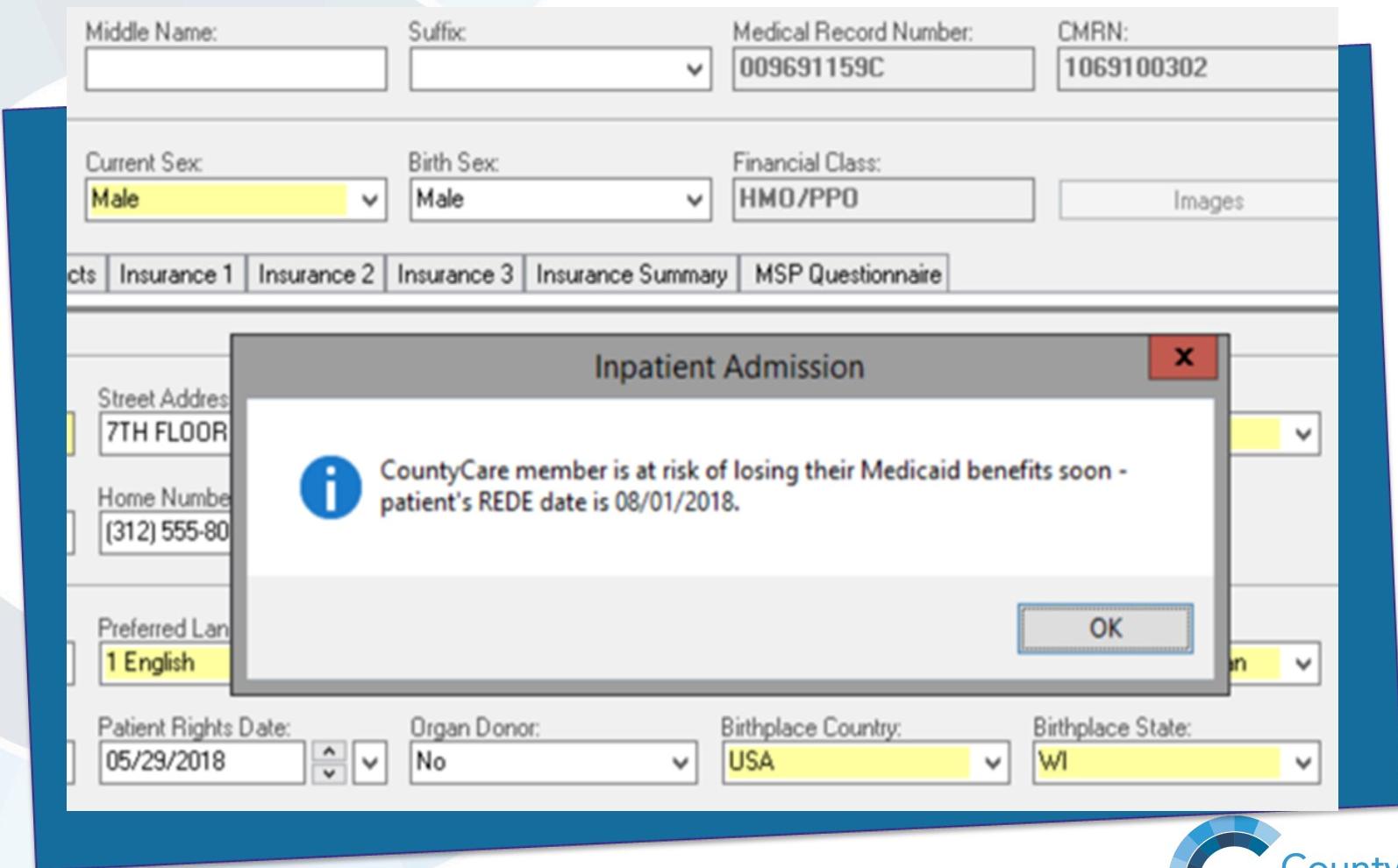


Medicaid Redetermination (NEW INITIATIVES)

CountyCare Collaboration Efforts	Techniques
CCHHS - Cerner	<ul style="list-style-type: none">• Flag – members due for rede• Staff training• Rede informational handout – patients
CountyCare PBM – Optum	POS Messaging to members
Electronic Communications	<ul style="list-style-type: none">• Text and email messaging to members<ul style="list-style-type: none">○ Rede Reminders○ Invites to Rede Events
Evolent Health – TPA for CountyCare	<ul style="list-style-type: none">• Welcome calls• Account flag• Provider rep engagement
Chicago Public Schools	CCHHS partnership to engage all CPS students/families receiving Medicaid
Care Coordination Entities	<ul style="list-style-type: none">• Account flag• Ability to pull monthly lists• Provided training and outreach guidance



Cerner (registration pop-ups)



Cerner (registration pop-ups)

The screenshot shows a Cerner patient registration form with various fields filled out. A modal dialog box titled "Inpatient Admission" is displayed in the center. The dialog contains an information icon and the text: "Verify CountyCare coverage and provide patient the REDE flyer." It has an "OK" button at the bottom right. The background form includes fields for Middle Name, Suffix, Medical Record Number, CMRN, Current Sex, Birth Sex, Financial Class, and several tabs for Insurance information.

Middle Name:	Suffix:	Medical Record Number:	CMRN:
		009691159C	1069100302
Current Sex:	Birth Sex:	Financial Class:	Images
Male	Male	HMO/PPO	

Insurance tabs: Insurance 1, Insurance 2, Insurance 3, Insurance Summary, MSP Questionnaire

Form fields (background):

- Street Address2: 7TH FLOOR RO
- Home Number: (312) 555-8056
- Preferred Language: English
- Patient Rights Date: 05/29/2018
- Organ Donor: No
- Birthplace Country: USA
- Birthplace State: WI
- Veteran status: Veteran



Patient Handout



CountyCare
HEALTH PLAN

- Es hora de renovar su cobertura de Medicaid con el Estado de Illinois.
- Si ya ha enviado su documentación y desea verificar el estatus
 - Llame a DHS: 1-800-843-6154
- Si no ha recibido sus formularios o si tiene preguntas sobre cómo completarlos:
 - Llámenos al 312-864-REDE (7333). Podemos enviarle nuevos formularios o responder a sus preguntas.

State of Illinois
Department of Healthcare and Family Services
Department of Human Services

Medical Renewal Form

CountyCare Member
123 N. CountyCare Way
Chicago, IL 60601

DATE: _____
Case Number: _____
LO Name: _____
Address: _____

6(PERMANENT)

1-312-864-REDE (7333)
Lunes a Viernes: 8:00 am - 7:00 pm y Sábado: 9:00 am



CountyCare
HEALTH PLAN

- *It's time to renew your Medicaid coverage with the State of Illinois.*
- *If you have already sent in your paperwork and want to check the status*
 - *Call DHS: 1-800-843-6154*
- *If you have not received your forms or if you have questions about how to fill them out:*
 - *Call us: 312-864-REDE (7333). We can send you new forms or answer other questions.*

State of Illinois
Department of Healthcare and Family Services
Department of Human Services

Medical Renewal Form

CountyCare Member
123 N. CountyCare Way
Chicago, IL 60601

DATE: _____
Case Number: _____
LO Name: _____
Address: _____

6(PERMANENT)

1-312-864-REDE (7333)
Monday thru Friday: 8:00 a.m.-7:00 p.m. and Saturday: 9:00 a.m.-5:00 p.m.



Impacting People's Lives

“ I got that text message that told me how I could get help and I said, ‘Thank you!’ Because I would have been lost on how to renew my Medicaid.”

-CountyCare Member at Redetermination Event on July 17, 2018





Questions?

